

FIG. 1
(Prior Art)

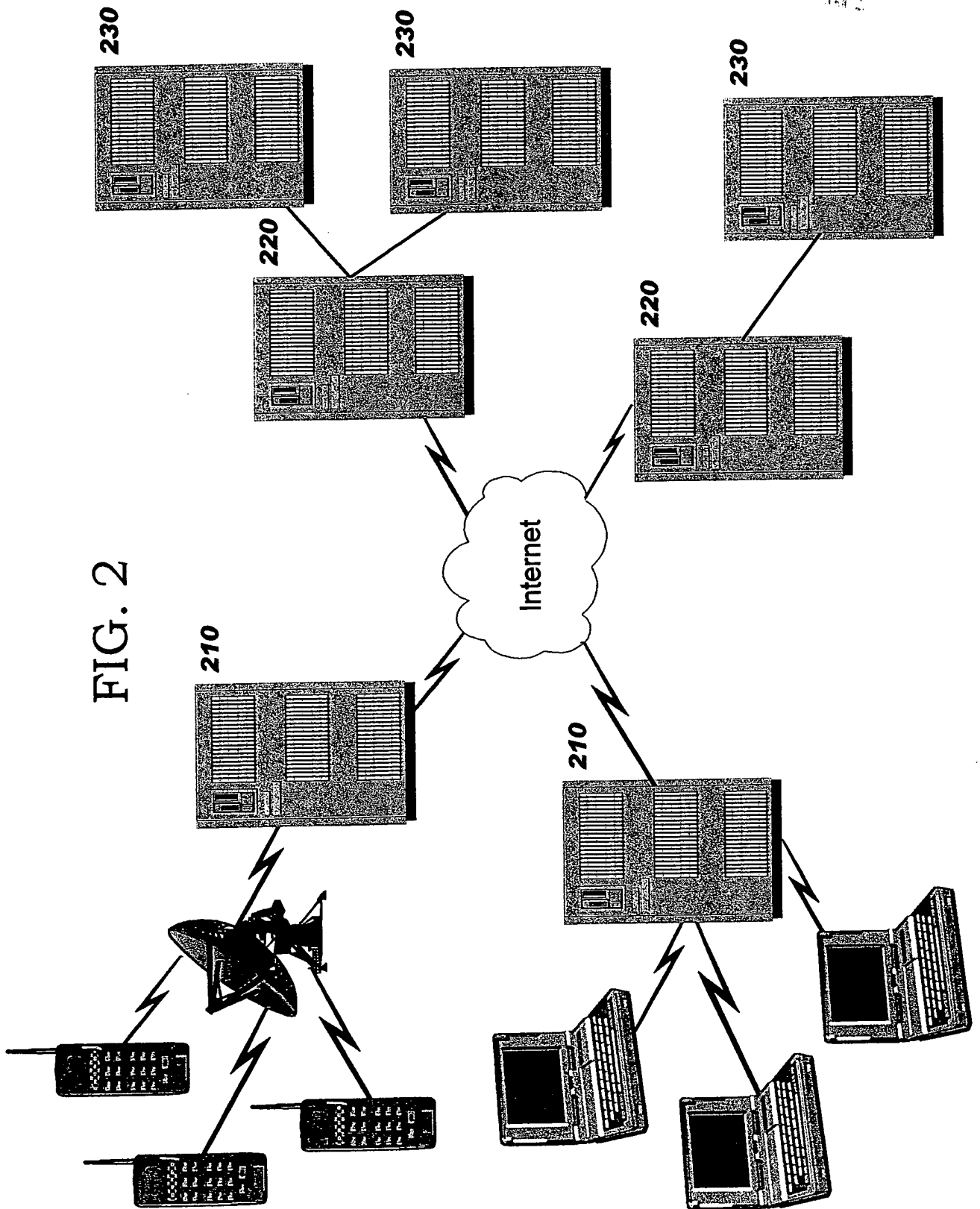


FIG. 3A
(Prior Art)

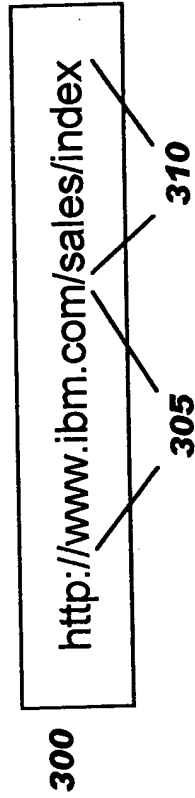


FIG. 3B
(Prior Art)

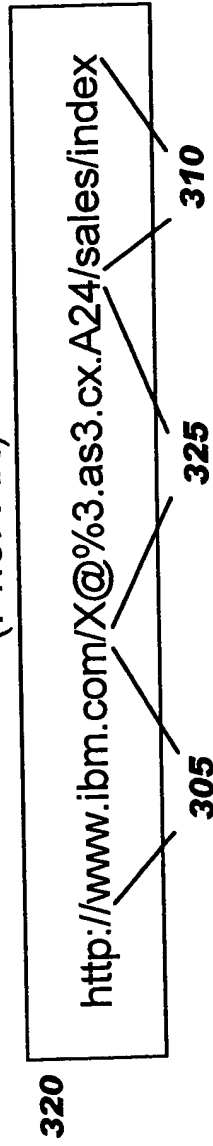


FIG. 3C

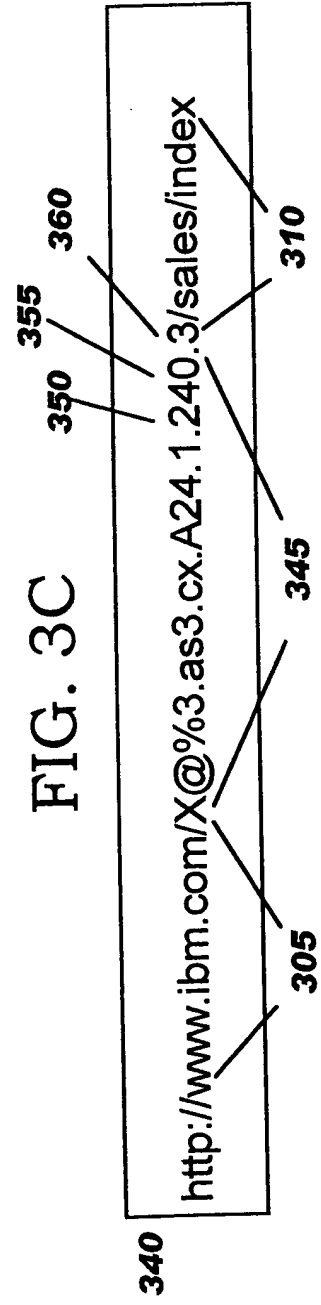


FIG. 4

400

405 410 415 420

```
[14/Mar/2001:08:56:19:357+0500 - 001] <X@%3.as3.cx.A24.1.240.1> "CLICKSTREAM=customer45.help.isg"
[14/Mar/2001:08:56:19:357+0500 - 025] <X@%3.as3.cx.A24.1.240.1> "http://w3.ibm.com/helpnow.htm"
[14/Mar/2001:08:56:19:893+0500 - 010] <X@%3.as3.cx.A24.1.240.2> "http://w3.ibm.com/images/helpnow_logo.gif"
[14/Mar/2001:08:56:19:896+0500 - 011] <X@%3.as3.cx.A24.1.240.2> "http://w3.ibm.com/fonts/times.ttf"
[14/Mar/2001:08:56:19:893+0500 - 010] <X@%3.as3.cx.A24.1.240.2> "http://w3.ibm.com/scripts/login.js"
```

FIG.5

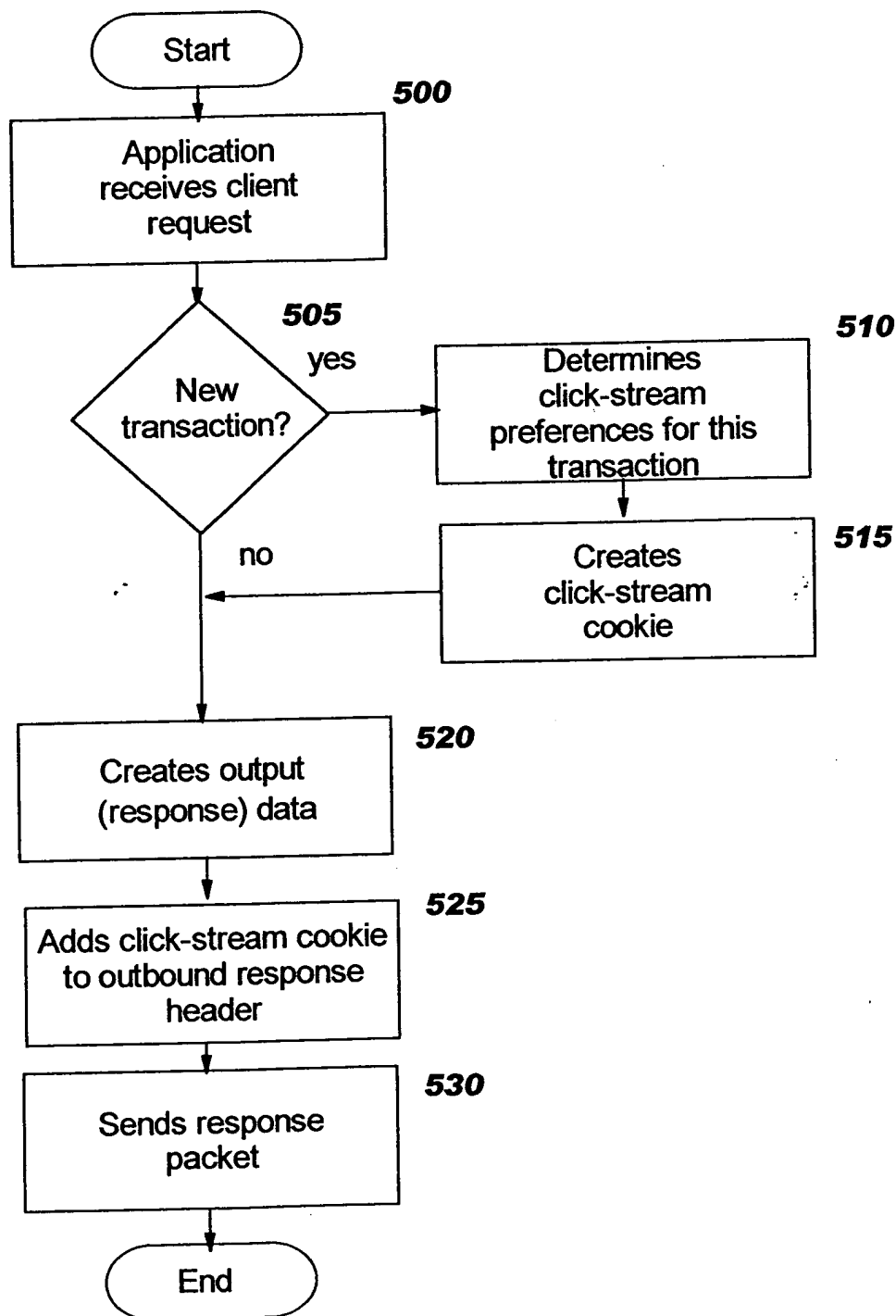


FIG. 6

